GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2508
ANSWERED ON:05.12.2001
TELEPHONE COMPLAINTS
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Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of complains received by the MTNL from the customers during the last six months;

(b) the number of complaints redressed in time and the reasons for the remaining complaints; and

(c) the steps proposed to be taken by the MTNL to decrease the number of complaints in future ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) The number of complaints received by MTNL from the customers is as follows:

44,04,042	Delhi
22,48,235	Mumbai

(b) On an average, complaints redressed by next day/on time in Delhi and Mumbai are 68% and 63% respectively.

Reasons for the complaints remaining pending are as under:

- A large scale digging activities by various agencies like Municipal Corporation of Delhi (MCD), New Delhi Municipal Corporation (NDMC), Public Works Department (PWD), Delhi Jal Board(DJB), Metro Rail Transport System(MTRS), etc.
- Faults in the telephone instruments.
- Multiple Main Distribution Frame (MDFs) in the same building thereby having tie networks.

(d) MTNL has initiated following steps to reduce the number of complaints:

- Paper core underground cable are being replaced by Jelly Filed Cables/ Optical Fibre Cable with Digital Line Concentrator (DLCs within next two years.

- Overhead wires are minimized by introducing five pair cables and wall Distribution Points(DPs).

- The Junction network has been completely transferred to Optical Fibre Cable links. Further, improvement is being done by providing Synchronous Digital Hierarchy (SDH) systems connected on the ring architecture.

- Subscriber loop length being reduced by planning more Remote Switching Unit(RSUs)/Remote Line Unit(RLUs).

- Fixed Wireless in Local Loop (WLL) and Digital Line Concentrator (DLC) systems are being introduced in the Customer Acces network for better performance.

- Computerised fault reporting system is introduced which helps in booking testing and sending the faults to the concerned line staff.

- In addition to this, line staff is provided with pagers for easy communication and follow up with the testing staff for speedy clearance of faults.

- MTNL has liberalised the policy to replace all telephone instruments older than five years or repaired more than two times. This is being implemented in phases. In the first phase, instrument more than eight years old are being replaced.